



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

TCG Illinois
for quarter ending March 31, 2011

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.40	3.00	2.53
B. Operator Answer Time - Information [730.510(a)(1)]	8.56	8.19	8.97	8.57
C. Repair Office Answer Time [730.510(b)(1)]	55.00	73.00 *	31.00	53.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	9.00	21.00	12.50	14.17
E. Percent of Service Installations [730.540(a)]	81.36% *	95.38%	87.65% *	88.13% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	98.25%	95.45%	96.23%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.79	2.55	3.14	2.83
H. Percent Repeat Trouble Reports [730.545(c)]	0.26%	0.21%	0.46%	0.31%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	2	1
K. Missed Installation Appointments [730.540(d)]	1	0	1	1

Comments

Data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Item C results missed in Feb but met for the qtr. E results missed by 5 installations in Jan & 2 in Mar. F results as per PA 096-0927.



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**TCG Illinois
for quarter ending March 31, 2011**